



2021/22 Season Tickets FAQs

I am trying to renew my season ticket, but I am getting a message saying ‘supporter number or password incorrect’ – why is this?

This is because supporters are required to reset their ticketing account password before making any purchases. You can do so by following the guide [here](#).

I was a 2020/21 season ticket holder and have been issued a pro-rata refund on my account. Has my season ticket been automatically renewed for 2021/22?

No. Supporters’ season tickets have not been automatically renewed for next season. Fans will need to follow the guide on how to use their refund – issued on their ticketing account – by clicking [here](#).

I was a 2020/21 season ticket holder and have been issued a pro-rata refund on my account but it’s not the amount I was expecting to have. What can I do?

We’re conscious that some fans would have been unable to attend one or two of the games they were selected for back in December. If this applies to you and you don’t have as much credit as you feel you should then please email ticketadmin@millwallplc.com.

How do I find my reserved seat?

Please click on ‘season ticket renewals’ and your reservation will appear.

I am attempting to purchase a 2021/22 season ticket for another family member or friend. How do I do this?

To be able to purchase a season ticket on somebody else’s behalf, you will need to have that person linked as a ‘family and friends’ member on your ticketing account. For details on how to do this, click [here](#). Any new supporters who have never made a ticketing purchase must register their own account before continuing (regardless of age).

Can I renew/purchase my disabled season ticket online?

Yes, but you will need to ensure that your carer account is linked as a ‘family and friends’ member on your ticketing account. For details on how to do this please click [here](#).

Can I pay for my season ticket in instalments?

Yes. V12 Retail Finance will continue to offer supporters the chance to spread the cost of their season ticket over a four-month period with a £23.25 arrangement fee or a 10-month period (19.9% APR, subject to credit checks). The arrangement fee will be taken from the first payment.

To pay by finance, purchase your season ticket at millwalltickets.com, and select the Finance option at the payment stage. This will take you to the V12 website.

Can I pay for my season ticket in person?

Yes, but not until the Ticket Office is open. As things stand it is the club’s plan to open the Ticket Office from April 12th in line with the government’s COVID roadmap plans. Before then, though, all sales are online or by phone.

I was a season ticket holder in 2019/20. What has happened to my loyalty points?

Loyalty points earned in 2019/20 have been carried over and will be on your account for the upcoming campaign. Season ticket holders from 2020/21 and Lions Loyalty Club members will also have their accrued points on their accounts. To see how many loyalty points you have, log in on millwalltickets.com, click on ‘My Account’ and then ‘Loyalty Points’.

What would happen to my season ticket if the 2021/22 season is cancelled or played behind-closed-doors?

Millwall remains confident that the start of the 2021/22 season will be with limited, if any, restrictions, but should that not be the case, or if there are any developments during the season, then the club will engage with supporters accordingly and appropriately. Supporters are advised to read terms and conditions thoroughly before buying a season ticket.